

Mississippi Public Service Commission

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BRIAN U. RAY
EXECUTIVE SECRETARY
(601)961-5400

LYNN CARLISLE
SENIOR ATTORNEY
JOEL BENNETT, DIR.
FINANCE & PERSONNEL
MARK McCARVER, DIR.
GAS PIPELINE SAFETY

June 27, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW/Room TW-B204
Washington, DC 20554

Re: TRS 55-02
Mississippi Complaint Log Summary

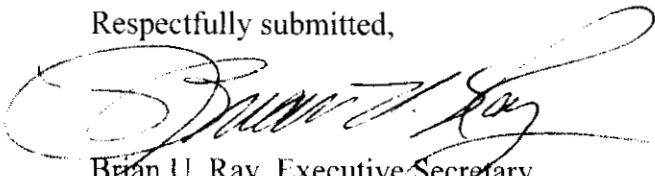
Dear Ms. Dortch:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding
Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log from June 1, 2006 to May 31, 2007

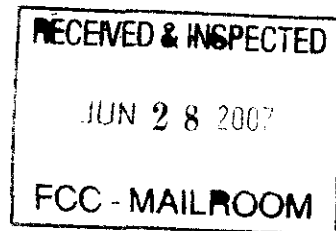
A compact disc and four copies are enclosed as required. Should you need additional
information please let me know.

Respectfully submitted,


Brian U. Ray, Executive Secretary
Mississippi Public Service Commission

Cc: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW/Room 3-C417
Washington, DC 20544

No. of Copies rec'd 0
List ABCDE



Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

f int	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	Caller reported that CA yelled at the beginning of the call, "You're the 3rd person I spoke to and I'm trying to get this person some help." The caller is the supervisor at a community college switchboard, so the call was given to her to handle. At the end of the call she requested the CA's name or ID number.	04/17/07	Apologized for the inconvenience and told her the report was sent to the call center supervisor. Follow up requested. Agent by that number at the center. Agent with that number was employed a month ago. Closing ticket. Trainer contacted customer with inquiry results on 4/24/07.
6	Caller was not happy with agent typing abilities.	11/25/06	Explained why xxx xxx would show up and explained that he can't back space to correct a word. The caller understood. Discussed spelling issues with agent. He stated that he would like xxx to correct any mistakes as required.
6	MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.	09/07/06	Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. The customer did not accept the offer for the credit. The customer did not provide any contact information.
6	MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.	06/28/06	Apologized and explained I will be sure to inform the agent's supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember the incident. Stated she always follows the customer's request. Coach advised on following the customer's request and keeping the customer informed.

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10/07	Caller reported that CA yelled at the beginning of the call, "You're the 3rd person I spoke to and I'm trying to get this person some help." The caller is the supervisor at a community college switchboard, so the call was given to her to handle. At the end of the call she requested the CA's name or ID number.	04/17/07	Apologized for the inconvenience and told her the rep was sent to the call center supervisor. Follow up requested by agent by that number at the center. Agent with that number was employed a month ago. Closing ticket. Trainer contacted customer with inquiry results on 4/24/07.
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12/06	MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.	06/28/06	Apologized and explained I will be sure to inform the supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember. Agent stated she always follows the customer's request. Closed ticket on following the customer's request and keeping the customer informed.